

## **Abstract Of The Disclosure**

A computer-implemented method and system for processing requests voiced by a user. User speech input is received that contains words from the user that are directed to at least one concept. The user speech input contains a request for a service to be performed. Speech recognition of the user speech input generates recognized words. The concept of the user speech input is determined by applying fuzzy logic rules to the recognized words. The fuzzy logic rules define non-crisp relationships among predetermined concepts. The user's request is processed based upon the determined concept of the user speech input.

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